Performance Perspective

Making the Most of GroupWise
## Suggestions for Improving Your Use of GroupWise

Background Information

The City of Seattle has invested approximately one million dollars since 1996 to implement a City-wide messaging system. GroupWise 5 was chosen as a comprehensive messaging system to replace the five different e-mail products that were being used by City employees and to standardize electronic messaging services for City employees.

City Employees' Use of GroupWise 5

We recently conducted a survey of City employees' use of the GroupWise messaging system. Although 100 percent of the employees surveyed used the e-mail feature, the use of other features could be improved.

Use of GroupWise Features
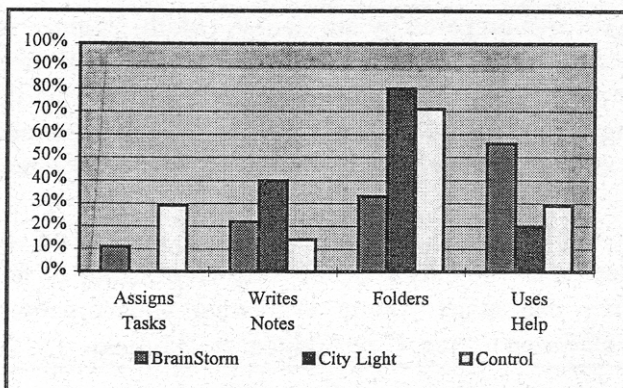
As shown above, a small percentage of City employees, including those who attended training (BrainStorm & City Light), use the GroupWise 5 Assign Tasks, Write Notes, Create Folders, and Help features.

Because it is important for all of us to make effective use of the City's investment in this important communication resource, we have described some of the advantages of the less frequently used features of GroupWise 5, and provided a few helpful hints to make your communications easier.

What are the Differences Between Notes, Tasks and E-Mail Messages?

Notes are special mail messages attached as a reminder to a specific date on the calendar. The specialty of notes lies in the ability to specify a date for the note to appear. GroupWise offers two note types: **Notices** that you send to other users and yourself, and **Personal Notes** that are placed directly within your calendar. The Notes function is useful for reminding yourself or others of meetings, deadlines, or important events.

Tasks differ from e-mail messages in that tasks are assignments attached to a specific date on the calendar, along with a due date or time range for completion. Tasks can be either one-time or recurring events. Until a task has been marked completed, it will carry forward in the recipient's calendar and reappear day after day.

How Can Folders Help Organize My Mailbox?

Creating personal folders within the master folder makes it easier to organize correspondence that pertains to a specific subject or project. Personal Folders are stored in the Cabinet, Work in Progress, or Main folder. You can set up hierarchical folders within other folders. You can also establish shared folders to allow other users to access mail messages, documents, and so forth in a universal folder.

<h1 align="center">"Rules" Technology is Golden</h1>

Rules technology is one of the most powerful features developed for electronic messaging. A Rule is a tool used to automate actions performed in your mailbox when certain events take place. For example, you can use Rules to specify that all incoming items containing a certain subject be moved to a specific folder. Rules can also manage your mailbox activities in your absence by answering your incoming correspondence, and accepting or declining appointments. Rules can also help you forward and delegate important matters to others while you are out of the office (or on the beach).

What is a Proxy?

Need a little help managing your mailbox? A proxy is someone who manages a user's mailbox on his or her behalf. You can give access rights to other users, who may access any or all of the items in your mailbox, or receive notification of your appointments. The proxy feature is very useful for users who are responsible for administrating the personal calendar and mailbox affairs of others.

A Few Quick Tips

The following are some tips to help you complete your GroupWise processing tasks more quickly:

- **Alt + Drag item to folder** - Pressing Alt while you drag an item to a folder moves the item to that folder. The item is removed from all the folders it was previously linked to and is placed in only one folder.
- **Ctrl + Drag Item to Folder** - Pressing Ctrl while you drag an item to a folder links the item to that folder and the originating folder. Hence, you can view the item in either folder.
- **Alt + Select View in Main Window** - Pressing Alt while you select a view from the pull down menus in the Main Window makes that view the default view. This view remains the default in the Main Window even after you exit and re-enter GroupWise.
- **Ctrl + Tab** - Inserts a tab while you are writing a message. Tab by itself moves your cursor to a different section.
- **Drag Items to and from Trash** - You can undelete items from your Trash by dragging them to your In Box. You can delete items by dragging them to the Trash.

Did You Know?

BrainStorm training on the Group Wise Messaging System is available to all City employees. Two levels of training are offered depending upon employees' skill levels. A BrainStorm Guide to Novell GroupWise is also available for GroupWise 5 users. The Guide is available from the Technology Division at a cost or free with training. To learn more about GroupWise 5 resources, please contact the ESD/Technology Division at (206) 684-0616.

Help Anyone?

The Help section in the BrainStorm Guide is also a dynamic supplement, because it provides additional information about GroupWise features and uses. You can use the **Help Index** to quickly and easily look up a topic by searching for a key word or phrase.

What Do You and Other Users Like about GroupWise?

Most Desirable GroupWise Features

14% Easy to Read
14% Efficient Use
14% Other
24% Calendar & Scheduler
34% E-Mail Features
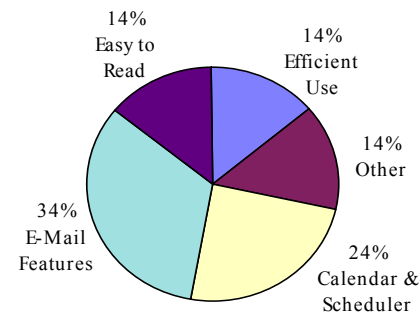
The calendar, e-mail, and scheduling features were most popular with City employees. However, 28% of the City employees simply liked GroupWise Messaging's readability and ease of use rather than specific functions. GroupWise 5 has helped many City employees communicate more efficiently.

This report was prepared by our MESA (Math, Engineering and Science Achievement Program) Intern, Cecille Herrera, a senior at Ingraham High School. MESA is a program that encourages women and students of color to gain experience in areas of study where these groups are under-represented.

If you would like a copy of our full report on the effectiveness of the City's GroupWise investment, or how our Office can assist you in evaluating your processes, please call Susan Cohen, City Auditor, at 233-1093.